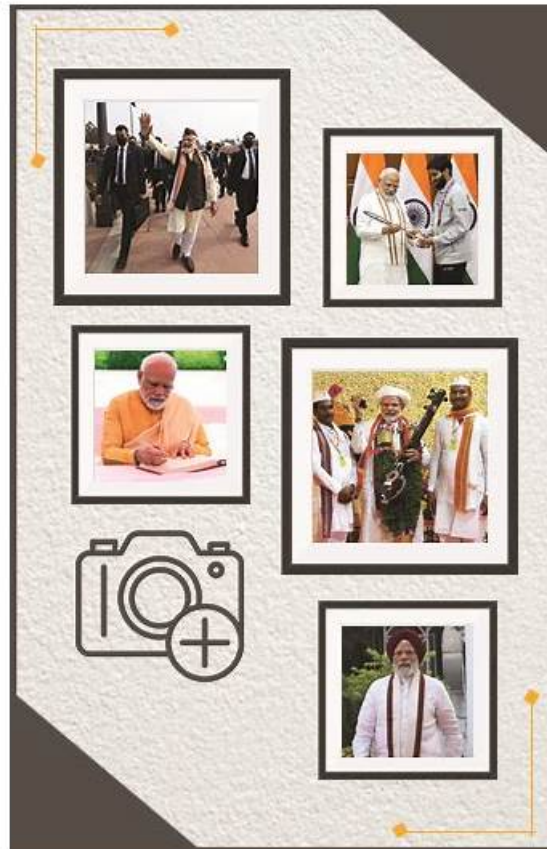


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### WGU Operations Management (C215, VDC2) Sample Questions (Q13-Q18):

#### NEW QUESTION # 13

Which tier-level supplier directly supplies materials or services to a processing and packaging plant?

- A. Tier five suppliers
- **B. Tier one suppliers**
- C. Tier two suppliers
- D. Tier four suppliers
- E. Tier three suppliers

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Tier one suppliers directly supply materials or services to a processing and packaging plant.

In supply chain hierarchy:

- \* Tier one suppliers deliver components, raw materials, or services directly to the manufacturer
- \* Tier two suppliers supply tier one
- \* Tier three and beyond supply upstream tiers

JIT systems rely heavily on tier one suppliers because:

- \* Delivery frequency is high
- \* Quality must be consistent
- \* Lead times must be short
- \* Coordination must be tight

Operations Management stresses the importance of strong partnerships with tier one suppliers to ensure uninterrupted flow and minimal inventory.

#### NEW QUESTION # 14

Which term means to schedule a job that starts immediately, regardless of the due date?

- A. Finite loading
- B. Backward scheduling
- **C. Forward scheduling**
- D. Infinite loading

**Answer: C**

Explanation:

Forward scheduling means scheduling work as soon as resources are available, regardless of the job's due date.

In Operations Management:

- \* Forward scheduling starts at the current time
- \* Jobs are scheduled sequentially into the future
- \* Completion dates are determined after scheduling

This method is commonly used when:

- \* Capacity utilization is the priority

- \* Due dates are flexible
- \* Make-to-stock environments exist

In contrast:

- \* Backward scheduling starts from the due date and works backward
- \* Finite loading respects capacity limits
- \* Infinite loading ignores capacity constraints

Forward scheduling ensures continuous resource use but may result in early job completion and higher inventory levels.

### NEW QUESTION # 15

Which group of keywords or phrases describes the critical role that marketing plays in the total quality management (TQM) process?

- A. Baseline for managing quality process; investment in preventative costs; budgeting
- **B. Enhance competition; understand consumer preferences; maintain communication with operations**
- C. Reward employees; motivate staff performance; manage operations planned changes
- D. Review and recommend product changes; satisfy customer needs; open communication

**Answer: B**

Explanation:

In Total Quality Management (TQM), marketing plays a critical boundary-spanning role between customers and internal operations. The correct set of keywords—enhance competition; understand consumer preferences; maintain communication with operations—captures this role precisely.

From an Operations Management perspective, marketing is responsible for identifying customer needs, expectations, and perceptions of quality. These insights become essential inputs for product design, process planning, and continuous improvement initiatives. Without accurate market information, operations risk producing outputs that meet specifications but fail to satisfy customers.

Marketing also enhances competitiveness by:

- \* Monitoring competitor offerings and quality levels
- \* Translating customer requirements into measurable quality attributes
- \* Supporting differentiation strategies based on quality, reliability, and service Equally important is ongoing communication with operations. TQM emphasizes cross-functional integration, and marketing ensures that quality is defined externally (by customers) rather than internally (by engineers or managers alone). Feedback from customers—complaints, satisfaction surveys, returns, and warranty data—feeds directly into operational improvement cycles.

The other options fail to capture marketing's core function:

- \* Budgeting and preventive costs are managerial/financial roles
- \* Product change reviews are primarily engineering activities
- \* Employee rewards fall under human resources

Thus, marketing's TQM role is strategic, integrative, and customer-focused, ensuring that quality efforts align with market expectations and competitive realities.

### NEW QUESTION # 16

What is a major factor in the decision to locate a business near its primary market territory?

- A. Proximity to a community center
- B. Proximity to parks
- C. Proximity to labor
- **D. Proximity to customers**

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The dominant factor in locating a business near its primary market territory is proximity to customers.

From an Operations Management perspective, closeness to customers:

- \* Reduces transportation and delivery time
- \* Improves service responsiveness
- \* Enhances customer satisfaction
- \* Supports demand growth

This is especially critical for service organizations and distribution-intensive businesses, where customer access and speed are

competitive advantages.

While proximity to labor is important, it does not define market territory. Community centers and parks are not operational drivers. Locating near customers aligns capacity with demand, minimizes logistics complexity, and strengthens market presence.

#### NEW QUESTION # 17

A manufacturing firm uses warehouses and shippers in their supply chain. At which stage of the firm's inventory management system would the statement "percentage of line items shipped on schedule" be used?

- A. Work-in-progress
- **B. Finished goods**
- C. Raw materials
- D. Sold goods

**Answer: B**

Explanation:

The performance measure "percentage of line items shipped on schedule" applies to finished goods inventory.

Finished goods inventory represents completed products ready for shipment to customers. On-time shipment is a critical service-level indicator at this stage because it directly affects:

- \* Customer satisfaction
- \* Order fulfillment performance
- \* Distribution efficiency

Work-in-progress and raw materials inventories are internal to production and do not involve customer shipment commitments.

"Sold goods" is not an inventory classification used in Operations Management.

Supply chain metrics for finished goods typically include:

- \* On-time delivery rate
- \* Order accuracy
- \* Fill rate
- \* Shipment reliability

By tracking shipment performance at the finished goods stage, firms ensure that downstream distribution aligns with customer expectations and supply chain objectives.

#### NEW QUESTION # 18

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